

## Consumer Information and Procedures

### -- Reconnecting Utility Service

#### To have your service reconnected, you must

Pay all past due bills.

**OR**

Enter a deferred payment agreement, if the utility agrees.

#### In addition:

- Pay a deposit, if required.
- Pay a reconnection fee, if required.

#### Winter Policy: NOVEMBER 1 TO APRIL 1 Applicable to Certain Residential Customers

(October 1 to April 1 for LIHEAP Applicants)

Households can be reconnected for less than full payment during the winter months

Only if (you must qualify under all items listed below):

- Gas or electric service provides the main source of heating.
- Service was shut off for nonpayment between December 1 of previous heating season and April 1 of the current heating season (example: December 01-April 02).
- You apply for service reconnection between November 1 and April 1.
- You were not reconnected using this winter policy last year.
- You haven't benefited from the tampering of meters or other company equipment.
- You have paid at least 1/3 of the amount billed since the previous December 1.

#### If You Qualify, Two Methods Are Used:

- Method A

As a former customer, you pay:

- 1/3 amount past due
- 1/3 reconnection fee
- 1/3 required deposit

- Method B (if not financially able\* to pay under Method A)

As a former customer, you pay:

- 1/5 amount past due
- 1/5 reconnection fee
- 1/5 required deposit

\* Financial ability determined by:

- Combined cash income of all household members
- Combined household living expenses
- Payment history